

Frequently Asked Questions (FAQs) for Student Care

S/N	Questions	Answers
QUESTIONS FROM PARENTS		
ComCare Student Care Fee Assistance and other Financial Matters		
1	Can I get financial assistance if I cannot afford Student Care Centre fees?	<p>Student Care Centres registered with the Ministry of Social and Family Development as Student Care Fee Assistance (SCFA) Administrators can administer ComCare Student Care Subsidies to subsidise the fees of eligible children. To search for SCFA Administrator Centres, please visit https://www.msf.gov.sg/dfcs/studentcare/default.aspx</p> <p>For more information on ComCare Student Care Subsidies, please visit: https://www.msf.gov.sg/Comcare/Pages/ComCare-Student-Care-Subsidies.aspx</p>
2	Am I eligible for ComCare Student Care Subsidies?	<p>You will be eligible for ComCare student care subsidies if you meet the following conditions:</p> <ul style="list-style-type: none"> a) Both you and your spouse must be working at least 56 hours per month*; b) Your total gross household monthly income is \$4,000 or less or your monthly per capita income is \$1,000 or less; c) Your child is 7-14 years of age (attending Primary 1 to Secondary 2); d) Your child attends a registered Student Care Centre; and e) Your child is a Singapore Citizen; or if a Singapore Permanent Resident, at least one immediate family member must be a Singapore Citizen. <p>*If either parent/legal guardian is not working at least 56 hours per month, he or she should have valid reasons with documentary proof. Valid reasons include looking for work, medical leave, incarceration, being a certified full-time caregiver for a dependent, etc.</p> <p>For more information on ComCare Student Care Subsidies, please visit this website https://www.msf.gov.sg/Comcare/Pages/ComCare-Student-Care-Subsidies.aspx</p>

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3	How do I apply for Student Care Fee Assistance / ComCare Student Care Subsidies?	<p>You can obtain the application form from the registered student care centre where you wish to enrol your child, and apply for the subsidy through the student care centre. To search for registered student care centres, please visit this website: https://www.msf.gov.sg/dfcs/studentcare/default.aspx</p> <p>You can also visit this website at https://www.msf.gov.sg/Comcare/Pages/ComCare-Student-Care-Subsidies.aspx for more information on ComCare Student Care Subsidies.</p>
4	If I do not meet the eligibility criteria to apply for ComCare Student Care Subsidies, can I appeal?	<p>Yes, you can. You may do so through your child's registered Student Care Centre. The Centre will guide you on the process. Your appeal will be assessed on a case-by-case basis.</p> <p>The Centre will help submit the appeal form with the supporting documents via email to MSF_Comcare_SCFA@msf.gov.sg. MSF will inform you on the outcome of your appeal directly.</p>
5	Should I be looking at Gross Household Income or Per Capita Income when I apply for Student Care Fee Assistance / ComCare Student Care Subsidies? How do I calculate the Per Capita Income of my family?	<p>If your household has 4 or less family members, the Gross Household Income of your family will be taken into consideration. If your household has 5 or more family members, the Per Capita Income of your family will be taken into consideration. The Per Capita Income is the Gross Household Income divided by the total number of household members.</p>
6	Am I eligible to apply for Student Care Fee Assistance / ComCare Student Care Subsidies if I am self-employed?	<p>Applicants who are self-employed need to submit a Statutory Declaration to MSF through the Student Care Centre that your child is attending. The Centre will provide the Statutory Declaration as a supporting document when applying for Student Care Fee Assistance on parents' behalf.</p> <p>The Statutory Declaration must contain information on the following:-</p> <p>a) working status and nature of job;</p>

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		<p>b) total working hours per month; and c) gross monthly income.</p> <p>To make a Statutory Declaration, please visit Commissioner For Oaths Section, New Supreme Court Building, 1 Supreme Court Lane, Level 3M, S178879. Tel: 6332 3940 (General Office).</p> <p>Alternatively, self-employed applicants may submit their latest IRAS tax statement if their gross monthly income is reflected in the statement.</p>
7	Is the Student Care Fee Assistance (SCFA) subsidy transferrable? Can I transfer my child's SCFA subsidy from his current Centre to his new Centre?	The new Centre will help you to make a fresh application. This is because the fees charged by different Centres may result in a different amount of subsidies.
8	Can I use monies from the Child Development Account to pay for my child's Student Care fees?	Student Care Centres are not Approved Institutions registered with MSF under the Baby Bonus Scheme. Therefore, Child Development Account funds cannot be used to pay for Student Care Centre fees.
9	What are MSF's guidelines on fees charged by centres?	All Student Care Centres are private entities with their own administrative policies on financial matters such as fees. However, Centres are required to provide at least 3 months' advance notice to parents if they intend to change their fees.
10	I have withdrawn my child and the Student Care Centre has forfeited my deposit. What should I do? How can MSF assist me?	Student Care Centres are private entities with their own administrative policies on financial matters such as collection of fees and deposits, and procedures for refunds and waiver of fees. Parents are encouraged to clarify these policies with the Centre before enrolling their child. As it is an agreement made between the parent and Centre, both parties are encouraged to resolve any disagreements amicably. In the event that this fails, either party can consider seeking assistance from the Small Claims Tribunals at:

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		<p>The Small Claims Tribunals Level 1 State Courts No 1 Havelock Square Singapore 059724 Tel: (65) 6435 5946 URL: https://www.statecourts.gov.sg/Pages/default.aspx</p>
Student Care Centre Programmes and Availability		
11	What are the different types of programmes that are offered by Student Care Centres?	Student Care Centres provide care and supervision to school-going children aged 7 years (Primary 1) to 14 years (Secondary 2). Centres can decide on the programmes they offer depending on the needs of the students. The programmes include academic support, enrichment, recreational activities, as well as excursions and camps during school holidays.
12	What is the difference between a Child Care Centre and a Student Care Centre?	<p>A Student Care Centre provides care and supervision to school-going children aged 7 years (Primary 1) to 14 years (Secondary 2) outside of school hours.</p> <p>A Child Care Centre provides full day and half-day care to children below the age of 7 years. Some centres provide infant care services to children aged 2 months to 18 months.</p>
13	What are the operating hours of a Student Care Centre?	<p>All Student Care Centres registered with the Ministry of Social and Family Development are expected to open during the following hours to support the needs of working parents / guardians: Mondays to Fridays, 7.30am or earlier to 7.00pm or later; Saturdays, 7.30am or earlier to 1.30pm or later; and Closed on Sundays and gazetted holidays.</p> <p>However, the operating hours for some Student Care Centres in the community may</p>

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		differ as there may not be demand from students in the morning if the Primary Schools have transited into single session schools. Student Care Centres in schools may also have different operating hours depending on the school. Parents are encouraged to confirm the operating hours with the Student Care Centre directly.
14	Apart from gazetted public holidays, are Student Care Centres allowed to close for additional days in a year?	<p>Student Care Centres that are registered with MSF are required to operate throughout the year except on Sundays and gazetted public holidays. Some Centres also do not operate on Saturdays.</p> <p>Centres are allowed to close for up to 6 days in a year, as well as for half a day on the eve of up to 3 public holidays.</p> <p>Centres are required to inform parents of their closure days at the beginning of each year.</p> <p>Should Centres wish to close for additional days, they should provide parents advance notice of at least 2 months, so that alternative care arrangements can be made.</p> <p>Parents are encouraged to check with the Centre directly on their annual closure days.</p>
15	Can I find out which are the Student Care Centres that are near to my home?	You can do an online search or visit this site for Student Care Centres registered with MSF which administer student care subsidies. You can contact the Centre(s) directly for clarifications/registration.
16	Where can I find the list of Student Care Centres registered with MSF?	
17	Which schools have a Student Care Centre?	You may refer to this URL: http://sis.moe.gov.sg/SBStudentCareCentres.aspx?pgname=SchoolBasedStudentCareCentres for a list of schools with Student Care Centres.
18	Do Student Care Centres serve halal food?	Some student care centres serve halal food. We encourage parents to check with the Centre directly to find out if the meals suit your child's dietary requirements before confirming the enrolment.

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QUESTIONS FROM OPERATORS		
Setting up a Student Care Centre & Registering as SCFA Administrator		
19	Do I have to register with MSF if I would like to set up a Student Care Centre?	<p>If your Centre would like to administer the Student Care Fee Assistance (SCFA) scheme to provide ComCare student care subsidies for children from lower-income families, your Centre will have to register with MSF as an SCFA Administrator. All SCFA administrators are required to meet a list of minimum requirements and are subjected to audit checks to assess their suitability to continue administering SCFA subsidies.</p> <p>You can register online at https://www.studentcare.msf.gov.sg</p> <p>Please mail the completed declaration of offences forms (by the operator and supervisor) and the Interbank GIRO Form 1B (with Bank's endorsement on Form 1B) to: 510 Thomson Road, #19-00 SLF Building, Singapore 298135.</p> <p>For clarification, please email us at MSF_Student_Care@msf.gov.sg</p>
20	How do I set up a Student Care Centre in the community?	<p>As independent business entities, Student Care Centres (SCCs) have to comply with existing rules of business registration as outlined by <u>Accounting and Corporate Regulatory Authority Singapore (ACRA)</u>, and other regulatory requirements to occupy a commercial premises.</p> <p>Urban Redevelopment Authority (URA) considers SCCs under the Childcare Centre (CCC) Class and are subject to the same <u>guidelines</u>. Potential operators can look into setting up SCCs at various types of premises and buildings (e.g. <u>State properties</u>, <u>HDB commercial space</u> like void decks or bomb shelters leased out for commercial use, recreational clubhouses, community centres, private shopping centres etc). You may refer to <u>Appendix 3</u> for a summary of buildings such as follows:</p>

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		<ul style="list-style-type: none"> a. can be authorised (i.e. there is no need to apply to URA for planning permission); or b. can be lodged (i.e. there is instant approval subject to the conditions of authorisation); or c. for which application for change of use to CCC must be submitted to URA for evaluation <p>There is currently no licensing requirement to set up community-based SCCs.</p>
21	How do I set up a Student Care Centre in a school?	<p>Primary schools which intend to set up school-based student care centres adopt an open procurement approach for potential service providers and assess the merits of the proposals or bids received accordingly. Schools will publish the Invitation to Quote electronically through GeBIZ, the centralised government procurement portal. In order to view and submit bids, an organisation will need to apply for an account on the GeBIZ portal. To apply for an account, please visit the following website: http://www.gebiz.gov.sg</p>
22	Are there any government grants for setting up a Student Care Centre in a school?	<p>For information on government grants for school-based student care centres, please refer to the tender documents under Terms and Conditions or email contact@moe.gov.sg</p>
23	How do I register as an administrator of Student Care Fee Assistance / ComCare Student Care Subsidies?	<p>You can register online at https://www.studentcare.msf.gov.sg</p> <p>Please mail the completed declaration of offences forms (by the operator and supervisor) and the Interbank GIRO Form 1B (with Bank's endorsement on Form 1B) to: 510 Thomson Road, #19-00 SLF Building, Singapore 298135.</p> <p>For clarification, please email us at MSF_Student_Care@msf.gov.sg</p>

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24	How do I de-register my Centre as an administrator of Student Care Fee Assistance / ComCare Student Care Subsidies?	Your Student Care Centre needs to provide at least 3 months' advance written notice to MSF and parents of children who are recipients of ComCare student care subsidies. Where applicable, the centre needs to refund all excess payments to MSF.
25	I wish to close my student care centre. Do I need to inform MSF?	To inform MSF of changes in the centre, please email us at MSF_Student_Care@msf.gov.sg
26	Can my centre provide tuition services in the Student Care Centre after registering to be a Student Care Fee Assistant (SCFA) administrator?	<p>Community-based SCFA administrators are allowed to offer tuition/enrichment programmes to existing students during the official operating hours of the Student Care Centre (SCC).</p> <p>However, if the SCFA administrator plans to offer tuition/enrichment programmes to external customers/non-SCC students during the official operating hours, the centre has to set aside floor area by excluding it in the calculation of its student care capacity during SCFA administrator registration. This is subject to approval of use by the SCC premises' landlord.</p>
Student Care Centres Operational Matters		
27	How do I update my Centre's details in the Centre listing published on the MSF website?	You can email MSF_Student_Care@msf.gov.sg
28	Do I need to notify MSF should there be a change in my centre's details?	<p>MSF has to be notified should there be a change in your centre's details. In addition, if there are also changes made to the bank account details that will affect the disbursement of student care subsidies (e.g. change in bank account name or number), your centre will need to submit a fresh Interbank GIRO form (Form 1B) endorsed by the bank to MSF.</p> <p>You can update MSF through email: MSF_Student_Care@msf.gov.sg</p>

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29	Do I need to notify MSF should there be a change in the ownership of my Student Care Centre?	All Student Care Fee Assistance Administrator (SCFA) Centres are required to provide at least 3 months' advance notice to MSF (via email) and parents (via circular), should there be a change in management or if they decide to stop operations.
30	What is the procedure to follow if there is a change in the management of my Student Care Centre?	<p>The incoming operator is required to submit a fresh application for SCFA administrator centre status, using the online application form at https://www.studentcare.msf.gov.sg , if they wish to register as an SCFA administrator.</p> <p>Both outgoing and new incoming operators are to agree on the cut-off date on which the SCFA beneficiaries' payments to the centre will transit to the incoming operator. This needs to be done via a written agreement signed by both operators, and a scanned copy of the agreement is to be emailed to the MSF Student Care Officer in-charge.</p> <p>The outgoing operator has to settle all fee-related issues (e.g. deposit, outstanding fees, refunds, etc.) with parents before the handover. The new operator has to inform all parents about fee changes (if any) before the handover.</p> <p>To inform MSF of changes in the centre, please email us at MSF_Student_Care@msf.gov.sg</p>
31	Do I need to notify MSF if my Centre is relocating to a new premise?	Yes. All Student Care Fee Assistance Administrator Centres are required to inform MSF via email: MSF_Student_Care@msf.gov.sg if they relocate.
32	Do I need to inform MSF if my Centre revises its fees?	<p>Yes. MSF provides guidelines to Centres to ensure that fee revisions are carried out in a transparent manner. Centres are required to:-</p> <ol style="list-style-type: none"> 1) provide at least 3 months' advance notice to MSF and parents; 2) explain to parents the reason for the revision; and 3) assist parents with queries as a result of the fee revision.

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33	Can my Centre enrol K2 students during November / December school holidays?	Your Student Care Centre is required to email MSF_Student_Care@msf.gov.sg for approval. The Centre has to ensure that there is sufficient teacher supervision and the staff-child ratio is kept below the stipulated staff-child ratio of 1:25.
34	What are the training courses available for Student Care Centre staff?	The Ministry of Social and Family Development, Ministry of Education and Singapore Workforce Development Agency have worked with Singapore Polytechnic to implement a WSQ Student Care training. The course aims to equip participants with the basic knowledge and skills to work with children in a Student Care Centre. There are subsidies for course fees for eligible participants. For more details, you may visit PACE Academy's website , call 6772 1288 or email pace_marketing@sp.edu.sg
35	Are Student Care Centres eligible for training grants?	<p>There are training grants available for Workforce Skills Qualifications (WSQ) courses, Academic Continuing Education and Training (CET) courses approved by the Ministry of Education, as well as Certifiable Skills Training courses accredited or supported by SkillsFuture Funding (SSG).</p> <p>For more information on training grants, please visit http://www.ssg-wsg.gov.sg/ or www.workfare.sg or contact the WTS Hotline at 1800-5368-333.</p>
Student Care Fee Assistance Administration Matters		
36	What should I do if I have parents who still cannot pay the student care fees despite receiving SCFA subsidies?	The centre may consider discussing with the parent on payment methods (e.g. instalments) and reach a mutual agreement. If the family is facing financial problems (e.g. due to retrenchment), you could refer them to a Social Service Office to be assessed for financial assistance. If the family is facing more complex issues (e.g. parenting, marital or family violence issues), you could refer them to a Social Worker at a Family Service Centre. Please refer to these website links to search for the nearest Social Service Office https://www.msf.gov.sg/dfcs/sso/default.aspx and Family Service Centre: https://www.msf.gov.sg/dfcs/familyservice/default.aspx

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37	Can the centre use the Start-Up Grant deposit to pay the parent's co-payment fees if he cannot afford it?	No. The Start-Up Grant (SUG) deposit cannot be used to pay a parent's co-payment fees in such a situation. The SUG deposit is meant to cover the parent's co-payment amount only in cases where the parent withdraws the child without providing at least one month's notice.
38	Can the Start-Up Grant deposit be released to the centre if the centre terminates/suspends the child?	The Start-Up Grant (SUG) deposit is meant to cover the parent's co-payment amount in cases where the parent withdraws the child without providing at least one month's notice. Therefore, the SUG deposit will not be released to the Centre if the child has been attending the Centre regularly but the Centre wishes to terminate the child's enrolment due to other reasons. However, if the Centre is unable to contact the parents for over a month and the child's attendance is irregular, the Centre may terminate the child's enrolment and claim the SUG deposit from MSF.
39	When do I have to submit a Withdrawal Form?	Upon a child's withdrawal, your centre is required to submit a withdrawal form immediately via email to MSF_Comcare_SCFA@msf.gov.sg . A cheque for the refund of subsidy (if any) should be submitted within one month from date of the child's withdrawal. The cheque must be made payable to "Ministry of Social and Family Development" and mailed to 510 Thomson Road, SLF Building #19-00, Singapore 298135.
40	What are the cases when I need to make refunds to MSF?	<p>There are a few scenarios when a Student Care Centre has to make refunds to MSF. The refund payable is guided by the following refund policy for subsidies and start-up grant:</p> <p>a) If a child withdraws from the centre before the assistance period expires, the remaining subsidy and the unused start-up grant (received by the centre) should be refunded to MSF.</p> <p>b) A child must fulfil at least an attendance of 50% at the centre in order to be eligible for subsidy for the month. If the child does not meet 50% attendance based on the total number of days in which the centre operates in that month (without valid reason for the absence), the SCFA subsidy may not be claimed and should be refunded to</p>

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		<p>MSF.</p> <p>c) When a child graduates from the centre (if applicable), the unused start-up grant and any subsidy which may not be claimed should be refunded to MSF.</p> <p>d) No part of the subsidy or start-up grant, if not utilised, should be returned to the family. Neither can they be used to offset any fee arrears incurred arising from non-payment of fees by the family.</p> <p>The centre should also make refunds in cases where it has received duplicate/over-payments due to unforeseen circumstances.</p> <p>The centre should make refunds via a cheque. The cheque must be made payable to “Ministry of Social and Family Development” and mailed to 510 Thomson Road, SLF Building #19-00, Singapore 298135.</p> <p>For enquiries related to refunds, please email MSF_Comcare_SCFA@msf.gov.sg.</p>
QUESTION FROM PARENTS/OPERATORS		
41	Who do I approach if I have any questions regarding student care centres?	If you have any questions on subsidy matters, you may email MSF_Comcare_SCFA@msf.gov.sg . If your question relates to the student care centre’s administration, you can email MSF_Student_Care@msf.gov.sg
42	I am a parent looking for placement assistance to enrol my child in a Student Care Centre. What should I do?	You can do an online search or visit this site for Student Care Centres registered with MSF which administer ComCare student care subsidies. You can contact the Centres directly for clarifications/registration.